

JOB POSTING OVERNIGHT CRISIS PHONE WORKER

ABOUT THE AGENCY

JOIN OUR TEAM AND MAKE A DIFFERENCE IN YOUR COMMUNITY!

Crisis Connections is at the heart of the King, Clark, Chelan, Douglas, Pierce, Okanogan, Klickitat, Grant, and Skamania County mental health systems safety net providing a broad array of telephone-based crisis intervention and information and referral services. For many people in emotional distress or needing community services assistance, we are their “first call for help.” Each year, we improve the lives of thousands of people by listening, caring and linking to services. “When you need us, we’re here!”

COMPENSATION: \$17.12 per hour + \$2.00 pay differential for overnight hours.

BENEFITS:

- Two medical plan options with premiums paid **up to** 100% by the agency
- Dental plan with premiums paid by the agency
- Paid Parking
- Agency supplemented ORCA program
- Two locations available (Move Pending Spring 2020)
- Robust PTO plan which includes:
 - 12 days of vacation the first year, with incremental increases starting on year two.
 - 9 paid holidays every year
 - 15 hours of floating holiday, pro-rated for the first year (this is time you can use for any reason during the year.)
 - 12 days of sick and safe time every year
- **Note – all PTO is pro-rated for employees who are 90% FTE or less
- Voluntary benefits including:
 - Life Insurance
 - Long/Short Term Disability Insurance
 - Flexible Spending Plan
 - Tax Deferred Annuity (403b plan)

ABOUT THE POSITION:

Reporting to the Crisis Line Manager, the Crisis Line Phone Worker is responsible for providing high quality comprehensive services to callers on the Crisis Line.

QUALIFICATION AND EXPERIENCE NEEDED:

- Bachelor’s Degree or substantial experience in related human services (or)
- Experience as a volunteer phone worker at CRISIS CONNECTIONS.
- Excellent communication and problem-solving skills, including ability to respond to callers with patience, objectivity and nonjudgmental attitude.
- Demonstrated ability to problem solve.
- Knowledge of community resources.
- Ability to work well in a team; good interpersonal skills.
- Ability to follow protocols and procedures.
- Ability to multi-task
- Computer literate

DATE LAST UPDATED: February 28th, 2020

TO APPLY: Send cover letter and resume to mchrzanowski@crisisconnections.org or lfranklin@crisisconnections.org.

JOB COMPETENCIES

COMMUNICATION SKILLS

40%

1. Develops rapport and trust with callers
2. Assists callers with problem identification and problem solving
3. Uses paraphrasing appropriately to assist in assessment
4. Probes for information in a sensitive and caring manner
5. Expresses empathy appropriately
6. Is non-judgmental and objective with callers
7. Responds to difficult callers with sensitivity
8. Does not escalate clients' anger; does not engage argumentative callers
9. Exhibits patience with callers
10. Uses open-ended questions when appropriate
11. Sets appropriate limits with difficult callers
12. Smoothly integrates supervisory direction to calls.

KNOWLEDGE OF PROTOCOLS/PROCEDURES

20%

1. Alerts CSC immediately to call content involving possible danger to the identified client or to other people. (This includes suicide, homicide, child/elderly abuse, and other violence threats or ideation.)
2. Alerts CSC when identified client presents indications of possible mental disorder.
3. Adheres to confidentiality policy
4. Limits length of non-emergent calls.

KNOWLEDGE OF RESOURCES

15%

1. Skillfully uses computer and directories to access resources.
2. Provides accurate and necessary information and sufficient options to enable caller to choose most appropriate resources.
3. Assists callers, when necessary, in contacting and utilizing resources; uses language line effectively to communicate with callers; provides advocacy when appropriate

RECORDKEEPING

15%

1. Performs thorough and accurate collection and notation on log sheets of caller/client demographic information.
2. Appropriately codes callers' problems, summation of call, and disposition, including referral information, on log sheet.
3. Properly uses all other forms.

QUALITY AND QUANTITY OF WORK/WORK HABITS

10%

1. Arrives at work on time and maintains regular attendance
2. Handles disagreements directly with the person(s) concerned.
3. Works cooperatively to promote an atmosphere of teamwork in phone room and throughout organization.
4. Shows respect to co-workers, volunteers and clients.
5. Participates in trainings and meetings as requested by supervisor.
6. Accepts constructive feedback
7. Follows personnel policies and procedures.
8. Makes appropriate use of supervisor.
9. Suggests solutions to identified problems.